

WORLDWIDE LIMITED WARRANTY AND TECHNICAL SUPPORT

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Software Technical Support

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by HP on the HP branded product or that was included with the HP branded product at the time of your purchase or lease of the product. Technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first ninety (90) days, technical support for software that was either preinstalled by HP on the HP branded product or included with the HP branded product at the time of your purchase or lease of the product is available for a fee.

Warranty Period

The warranty period for this product is three (3) years from the date of product purchase. The warranty period for the rechargeable battery pack and any digital writing pen that come with the tablet PC product is one (1) year from date of product purchase.

Types of Warranty Service

Your HP Limited Warranty consists of repair or replacement of defective parts, including hard drives identified by HP Intelligent Manageability software as "prefailure."

Free Pick-Up Warranty Service Available Monday – Friday

Call the HP Technical Support Center at **1-800-652-6672**. A technical support specialist will help you diagnose the problem.

If your portable computer needs a hardware repair that is covered under warranty, then HP will deliver packaging, pick up the portable computer from your location, repair the computer, and deliver the repaired computer to the location of your choice. HP pays shipping costs. Pick-up service provides a turnaround normally within two business days.

NOTE: If you choose your own courier, you assume the risk of loss or damage during shipping.

Carry-In Warranty Service Available Monday – Friday

Carry your product into any HP authorized service provider for warranty repair. To locate the nearest HP authorized service provider, call **1-800-652-6672** (United States & Canada). Select the Reseller Locator option. Carry-in service provides a turnaround normally within two business days.

HP Replaceable Parts Program

Where available, the HP Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the HP Technical Support Center at **1-800-652-6672**, a replaceable part can be sent directly to you. Once the part arrives, call the HP Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

Warranty Transfer to Another Country

HP is not responsible for any handling fees, tariffs, or import duties that may be incurred in transferring the products. Products may be covered by export controls issued by the United States or other governments.

Service Upgrades

HP offers extra coverage for your product. For information on service upgrades, refer to www.hp.com.

Service upgrades purchased in one country are NOT transferable to another country.

Contacting HP

Be sure to have the following information available before you call HP:

- Product serial number, model name, and model number
 - Applicable error messages
 - Add-on options
 - Operating system
 - Third-party hardware or software
 - Detailed questions
- In the United States, refer to the HP website at www.hp.com.
In Canada, refer to the HP website at www.hp.ca.
- **1-800-652-6672**
Toll-free technical support in the United States and Canada,
7 days a week, 24 hours a day
- To post questions to HP Technical Support professionals or to download software files, refer to:
- Downloadable HP software: www.hp.com/support
- Refer to the “Worldwide Telephone Numbers” booklet that came with your product.